



## 2022 Headlines

Responses:

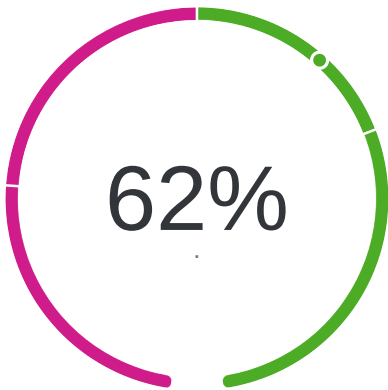
# 301

The 2022 Civil Service People Survey ran from 22 September to 31 October. 346,957 people, from 102 Civil Service organisations, completed the survey; giving us an overall response rate of 65%.

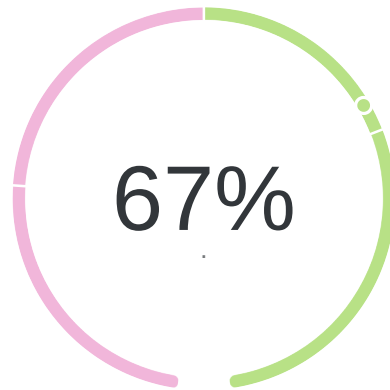
Here you'll find your Employee Engagement Index, the nine Core Theme Scores, and the Discrimination, Bullying and Harassment rates. Your percent positive theme score is shown in green and the centre of the chart. Your percent neutral is in grey, and percent negative in pink.

### Your Employee Engagement Index - 2022 vs 2021

Your 2022 Employee Engagement Index.

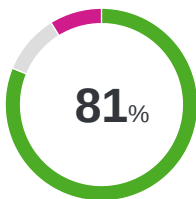


Your 2021 Employee Engagement Index.



### Core Themes

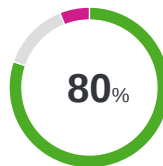
My Work Theme Score



vs 2021

▼ 6

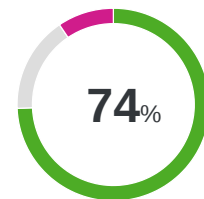
Organisational Objectives & Purpose Theme Score



vs 2021

▼ 9

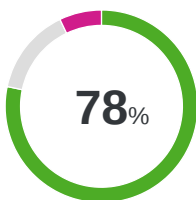
My Manager Theme Score



vs 2021

▼ 5

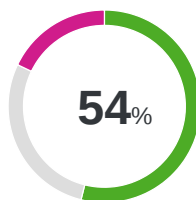
My Team Theme Score



vs 2021

▼ 6

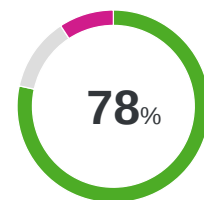
Learning & Development Theme Score



vs 2021

▼ 7

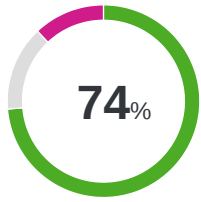
Inclusion & Fair Treatment Theme Score



vs 2021

▼ 6

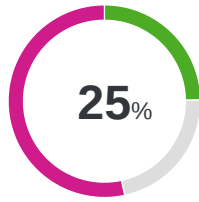
Resources and Workload Theme Score



vs 2021

▼ 6

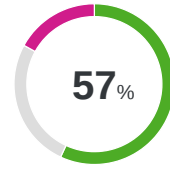
Pay & Benefits Theme Score



vs 2021

▼ 9

Leadership & Managing Change Theme Score



vs 2021

▼ 11

Discrimination, Bullying and Harassment - 2022 vs 2021

2022 Discriminated against grouped ▼



■ No ■ Yes  
■ Prefer not to say

2021 Discriminated against grouped ▼



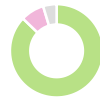
■ No ■ Yes  
■ Prefer not to say

2022 Bullied/Harrassed grouped ▼



■ No ■ Prefer not to say  
■ Yes

2021 Bullied/Harrassed grouped ▼



■ No ■ Yes  
■ Prefer not to say



## 2022 Employee Engagement & Core Theme Scores

This page includes the findings for your organisation and at Civil Service Level for the following core themes: employee engagement; my work, organisational objectives, my manager, my team, learning and development; inclusion and fair treatment; resources and workload; pay and benefits; leadership and managing change. A comparison between 2022 and 2021 scores is also included.

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### Employee Engagement

Employee engagement is a workplace approach designed to ensure that employees are committed to their organisation's goals and values, and are motivated to contribute to organisational success. We use five questions (B47 - B51) in the People Survey to measure employee engagement, and combine all responses (positive, neutral and negative) into a summary index score to tell you where they sit on a scale of very disengaged (0%) through to very engaged (100%).

The Civil Service Employee Engagement Index (EEI) in 2022 is 65%. It decreased 1 percentage point compared to 2021 (median scores).

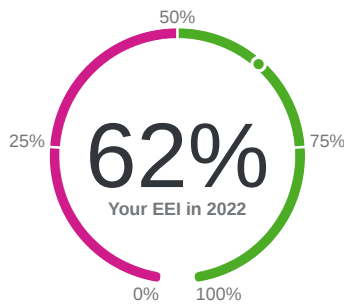
The graphs on the right present your EEI for 2022 and 2021.

The charts below, instead, displays the five questions that are used to calculate your EEI.

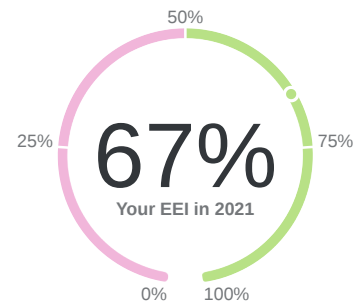
For each question, we've looked at the difference between the proportion of your employees who responded favourably (i.e. selected agree or strongly agree), and compared this to your 2021 results, your parent, and the Civil Service Benchmark.

If the difference is statistically significant, giving us confidence that the difference is not due to random chance, then an arrow will appear. If the arrow is

Your 2022 Employee Engagement Index is: ↕



Your 2021 Employee Engagement Index was: ↕



### Employee Engagement Question Scores 2022 vs 2021

Question	Distribution	vs 2021	ORR Office of Rail and Road (Corporate Report)	Civil Service Benchmark 2022	Action Planning
B47. I am proud when I tell others I am part of my organisation	65% (green), 28% (grey), 7% (pink)	0	0	-2	Improve
B48. I would recommend my organisation as a great place to work	63% (green), 23% (grey), 14% (pink)	-11 ↓	0	+2	Improve
B50. My organisation inspires me to do the best in my job	50% (green), 34% (grey), 16% (pink)	-8	0	-6 ↓	Improve
B51. My organisation motivates me to help it achieve its objectives	48% (green), 32% (grey), 20% (pink)	-12 ↓	0	-4	Improve
B49. I feel a strong personal attachment to my organisation	44% (green), 35% (grey), 21% (pink)	-8	0	-7 ↓	Improve

### Core Theme Scores

There are nine core theme scores within the Civil Service People Survey. Each theme measures a different dimension of employee experiences at work, which are known to have a strong relationship with engagement levels. Below, you'll find your overall theme score, plus the results for the individual questions underpinning each theme. Unlike the engagement score only positive responses count towards these scores.

Your percent positive theme score is shown in green and the centre of the chart. Your percent neutral is in grey, and percent negative in pink.

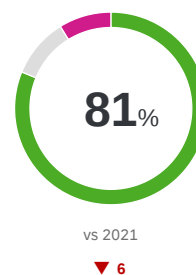
#### My Work

The Civil Service benchmark score for the My Work theme in 2022 is 79%, 1 percentage point lower compared to 2021.






The graph on the right shows the My Work score for your organisation, while the one below presents the scores for each of the theme questions (B01-B04).

Your percent positive theme score is shown in green and the centre of the chart. Your percent neutral is in grey, and percent negative in pink.

#### My Work Theme Score



## My Work Question Scores 2022 vs 2021

Question	Distribution ▾	vs 2021	ORR Office of Rail and Road (Corporate Report)	Civil Service Benchmark 2022	Action Planning
B01. I am interested in my work		-3	0	0	Improve
B05. I have a choice in deciding how I do my work		-4	0	+6 ^	Improve
B02. I am sufficiently challenged by my work		-6 v	0	+1	Improve
B03. My work gives me a sense of personal accomplishment		-4	0	0	Improve
B04. I feel involved in the decisions that affect my work		-12 v	0	+5	Improve

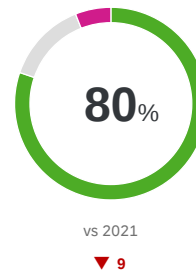
### Organisational Objectives & Purpose

The Civil Service benchmark score for the Organisational Objectives & Purpose theme in 2022 is 83%, 2 percentage points lower than in 2021.



The graph on the right shows the Organisational Objectives & Purpose score for your organisation, while the one below presents the scores for each of the theme questions (B06-B07).

Your percent positive theme score is shown in green and the centre of the chart. Your percent neutral is in grey, and percent negative in pink.

### Organisational Objectives & Purpose Theme Score



## Organisation Objectives & Purpose Question Scores 2022 vs 2021

Question	Distribution ▾	vs 2021	ORR Office of Rail and Road (Corporate Report)	Civil Service Benchmark 2022	Action Planning
B06. I have a clear understanding of my organisation's objectives		-7 v	0	-2	Improve
B07. I understand how my work contributes to my organisation's objectives		-10 v	0	-5 v	Improve

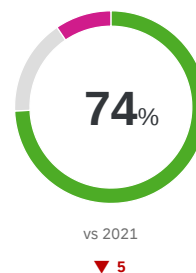
### My Manager

The Civil Service benchmark score for the My Manager theme in 2022 is 78%, 1 percentage point lower compared to 2021.

The graph on the right shows the My Manager score for your organisation, while the one below presents the scores for each of the theme questions (B08-B16 [question number B17 has been removed as this question was not included in 2022 and scores - including for 2021 - have been re-calculated excluding it]).

Your percent positive theme score is shown in green and the centre of the chart. Your percent neutral is in grey, and percent negative in pink.

### My Manager Theme Score



### My Manager Question Scores 2022 vs 2021

Question	Distribution ▾	vs 2021	ORR Office of Rail and Road (Corporate Report)	Civil Service Benchmark 2022	Action Planning
B09. My manager is considerate of my life outside work		-3	0	-1	Improve
B10. My manager is open to my ideas		-5	0	-1	Improve
B13. My manager recognises when I have done my job well		+2	0	0	Improve
B12. Overall, I have confidence in the decisions made by my manager		-5	0	-2	Improve
B08. My manager motivates me to be more effective in my job		-9 ▾	0	-4	Improve
B14. I receive regular feedback on my performance		-4	0	-4	Improve
B16. I think that my performance is evaluated fairly		-3	0	-5	Improve
B15. The feedback I receive helps me to improve my performance		-6	0	-4	Improve
B11. My manager helps me to understand how I contribute to my organisation's objectives		-12 ▾	0	-9 ▾	Improve

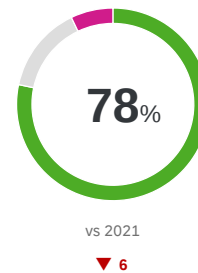
### My Team

The Civil Service benchmark score for the My Team theme in 2022 is 84%, 1 percentage point lower compared to 2021.

The graph on the right shows the My Team score for your organisation, while the one below presents the scores for each of the theme questions (B18-B20).

Your percent positive theme score is shown in green and the centre of the chart. Your percent neutral is in grey, and percent negative in pink.

### My Team Theme Scores



### My Team Question Scores 2022 vs 2021

Question	Distribution ▾	vs 2021	ORR Office of Rail and Road (Corporate Report)	Civil Service Benchmark 2022	Action Planning
B18. The people in my team can be relied upon to help when things get difficult in my job		-3	0	-4 ▾	Improve
B19. The people in my team work together to find ways to improve the service we provide		-6 ▾	0	-4	Improve
B20. The people in my team are encouraged to come up with new and better ways of doing things		-8 ▾	0	-8 ▾	Improve

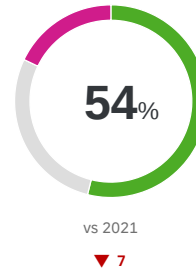
### Learning & Development

The Civil Service benchmark score for the Learning & Development theme in 2022 is 55%, 1 percentage point lower compared to 2021. The graph on the right shows the Learning & Development score for your organisation, while the one below presents the scores for each of the theme questions (B21-B24).

Your percent positive theme score is shown in green and the centre of the chart. Your percent neutral is in grey, and percent negative in pink. The full question text for two of the questions is below:

B22 "Learning and development activities I have completed in the past 12 months have helped to improve my performance"

### Learning & Development Theme Score



### Learning & Development Question Scores 2022 vs 2021

Question	Distribution	vs 2021	ORR Office of Rail and Road (Corporate Report)	Civil Service Benchmark 2022	Action Planning
B21. I am able to access the right learning and development opportunities when I need to	67% (Green)   22% (Grey)   11% (Pink)	-10 ▼	0	+1	Improve
B22. Learning and development activities I have completed in the past 12 months have helped to improve...	57% (Green)   33% (Grey)   10% (Pink)	-4	0	+5	Improve
B24. Learning and development activities I have completed while working for ...	53% (Green)   33% (Grey)   14% (Pink)	-10 ▼	0	+3	Improve
B23. There are opportunities for me to develop my career in my organisation	38% (Green)   25% (Grey)   36% (Pink)	-5	0	-14 ▼	Improve

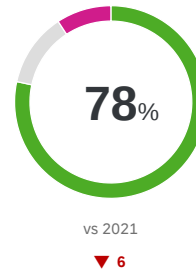
### Inclusion and Fair Treatment

The Civil Service benchmark score for the Inclusion and Fair Treatment theme in 2022 is 81%, 1 percentage point lower compared to 82% in 2021.





The graph on the right shows the Inclusion and Fair Treatment score for your organisation, while the one below presents the scores for each of the theme questions (B25-B28).

Your percent positive theme score is shown in green and the centre of the chart. Your percent neutral is in grey, and percent negative in pink.

### Inclusion & Fair Treatment Theme Score



## Inclusion & Fair Treatment Question Scores 2022 vs 2021

Question	Distribution ▾	vs 2021	ORR Office of Rail and Road (Corporate Report)	Civil Service Benchmark 2022	Action Planning
B26. I am treated with respect by the people I work with		-3	0	-2	<a href="#">Improve</a>
B28. I think that my organisation respects individual differences (for example cultures, working styles, backgrounds, ideas, etc.)		-5	0	-1	<a href="#">Improve</a>
B25. I am treated fairly at work		-9 ▾	0	-7 ▾	<a href="#">Improve</a>
B27. I feel valued for the work I do		-8 ▾	0	-1	<a href="#">Improve</a>

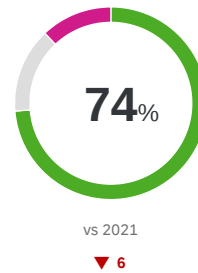
### Resources & Workload

The Civil Service benchmark score for the Resources & Workload theme in 2022 is 74%, 1 percentage point lower compared to 2021.

The graph on the right shows the Resources & Workload score for your organisation, while the one below presents the scores for each of the theme questions (B29-B34).

Your percent positive theme score is shown in green and the centre of the chart. Your percent neutral is in grey, and percent negative in pink.

### Resources & Workload Theme Score



## Resources & Workload Question Scores 2022 vs 2021

Question	Distribution ▾	vs 2021	ORR Office of Rail and Road (Corporate Report)	Civil Service Benchmark 2022	Action Planning
B31. I have the skills I need to do my job effectively		-3	0	+1	<a href="#">Improve</a>
B32. I have the tools I need to do my job effectively		-2	0	+2	<a href="#">Improve</a>
B30. I have clear work objectives		-8 ▾	0	-1	<a href="#">Improve</a>
B29. I get the information I need to do my job well		-8 ▾	0	-2	<a href="#">Improve</a>
B34. I achieve a good balance between my work life and my private life		-7	0	-4	<a href="#">Improve</a>
B33. I have an acceptable workload		-6	0	-2	<a href="#">Improve</a>

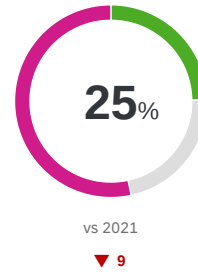
**Pay & Benefits**

The Civil Service benchmark score for the Pay & Benefits theme in 2022 is 28%, 11 percentage points lower compared to 39% in 2021.

The graph on the right shows the Pay & Benefits score for your organisation, while the one below presents the scores for each of the theme questions (B35-B37).

Your percent positive theme score is shown in green and the centre of the chart. Your percent neutral is in grey, and percent negative in pink.

**Pay & Benefits Theme Score**



**Pay & Benefits Question Scores 2022 vs 2021**

Question	Distribution ▾	vs 2021	ORR Office of Rail and Road (Corporate Report)	Civil Service Benchmark 2022	Action Planning
B36. I am satisfied with the total benefits package	<div style="display: flex; justify-content: space-between; width: 100%;"> <span style="width: 28%; background-color: #4CAF50; text-align: center;">28%</span> <span style="width: 20%; background-color: #9E9E9E; text-align: center;">20%</span> <span style="width: 52%; background-color: #E91E63; text-align: center;">52%</span> </div>	-10 ▼	0	-6 ▼	Improve
B35. I feel that my pay adequately reflects my performance	<div style="display: flex; justify-content: space-between; width: 100%;"> <span style="width: 25%; background-color: #4CAF50; text-align: center;">25%</span> <span style="width: 23%; background-color: #9E9E9E; text-align: center;">23%</span> <span style="width: 51%; background-color: #E91E63; text-align: center;">51%</span> </div>	-8	0	-1	Improve
B37. Compared to people doing a similar job in other organisations I feel my pay is reasonable	<div style="display: flex; justify-content: space-between; width: 100%;"> <span style="width: 21%; background-color: #4CAF50; text-align: center;">21%</span> <span style="width: 23%; background-color: #9E9E9E; text-align: center;">23%</span> <span style="width: 56%; background-color: #E91E63; text-align: center;">56%</span> </div>	-9 ▼	0	-1	Improve

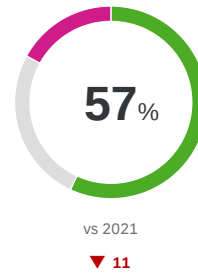
**Leadership & Managing Change**

The Civil Service benchmark score for the Leadership & Managing Change theme in 2022 is 54%, 4 percentage points lower compared to 58% in 2021.

The graph on the right shows the Leadership & Managing Change score for your organisation, while the one below presents the scores for each of the theme questions (B38-B46).

Your percent positive theme score is shown in green and the centre of the chart. Your percent neutral is in grey, and percent negative in pink.

**Leadership & Managing Change Score**





## Leadership & Managing Change Question Scores 2022 vs 2021

Question	Distribution ▾	vs 2021	ORR Office of Rail and Road (Corporate Report)	Civil Service Benchmark 2022	Action Planning
B38. Senior managers in my organisation are sufficiently visible	77% 10% 13%	-5	0	+5 ^	Improve
B39. I believe the actions of senior managers are consistent with my organisation's values	70% 20% 10%	-7	0	+3	Improve
B44. My organisation keeps me informed about matters that affect me	67% 22% 12%	-14 ▾	0	+1	Improve
B41. Overall, I have confidence in the decisions made by my organisation's senior managers	64% 25% 11%	-10 ▾	0	+6 ^	Improve
B40. I believe that my organisation's senior leaders have a clear vision for the future of my organisation	56% 29% 15%	-10 ▾	0	+1	Improve
B46. I think it is safe to challenge the way things are done in my organisation	55% 25% 20%	-9 ▾	0	+2	Improve
B45. I have the opportunity to contribute my views before decisions are made that affect me	44% 29% 28%	-18 ▾	0	+2	Improve
B42. I feel that change is managed well in my organisation	42% 30% 28%	-12 ▾	0	+4	Improve
B43. When changes are made in my organisation they are usually for the better	37% 47% 17%	-13 ▾	0	+1	Improve